

PART I – THE SCHEDULE

SECTION C

PERFORMANCE WORK STATEMENT

Information Technology Services

Office of Environmental Management

| | | |
|--------|--|----|
| C.1.0 | Introduction..... | 2 |
| C.1.1 | Background | 2 |
| C.1.2 | Contractor Performance | 2 |
| C.1.3 | General Scope of Work..... | 3 |
| C.2.0 | Transition | 4 |
| C.3.0 | Task 1 – IT Capital Planning | 5 |
| C.4.0 | Task 2 - IT Strategic Planning and Architecture..... | 6 |
| C.5.0 | Task 3 – IT Mission Systems Support | 8 |
| C.5.1 | Task 3.1 IT Mission Systems Support – Surge Capability..... | 9 |
| C.6.0 | Task 4 - IT Cyber Security..... | 10 |
| C.6.1 | Task 4.1 – IT Cyber Security – Incident Response Support – Surge Capability..... | 13 |
| C.7.0 | Task 5 – EM Consolidated Business Center (EMCBC) | 14 |
| C.8.0 | Task 6 – Records Management | 17 |
| C.9.0 | Task 7 – Green IT | 20 |
| C.10.0 | Task 8 – IT Services and Infrastructure | 20 |
| C.11.0 | Task 9 – Program Strategic Initiatives | 22 |
| C.12.0 | Task 10 - EM Correspondence Center (EMCC) Support | 23 |
| C.13.0 | Task 11 – EM Cloud | 25 |
| C.14.0 | Phase-Out and Close-Out Activities | 26 |
| C.14.1 | Phase-Out Activities | 27 |
| C.14.2 | Close-Out Activities..... | 27 |
| C.15.0 | Deliverables | 28 |

C.1.0 Introduction

This is a performance based contract, subject to the objectives, measures and expectations contained in this Performance Work Statement (PWS), in support of the U.S. Department of Energy (DOE) Environmental Management (EM) Headquarters (HQ) Office.

C.1.1 Background

The DOE EM Program, established in 1989, is tasked with the cleanup of nuclear and hazardous contamination resulting from fissile material production activities at the DOE sites. In support of this mission, the EM Office of Corporate Information Technology (IT) has developed an IT Strategic Plan and delivers innovative, secure, and agile IT solutions to meet the goals of the Plan as a collaborative partner within the EM complex and across the DOE organization. The application of IT principles, new technologies, and Federal guidelines drives the execution of EM's strategic goals and objectives.

A requirement has been identified for a contractor to support the EM Office of Corporate IT and to provide a wide range of IT services required by EM Headquarters (HQ) and the EM Consolidated Business Center (EMCBC) in Cincinnati, OH, in support of the EM field sites.

C.1.2 Contractor Performance

The Contractor shall manage, integrate, and execute the work described in this PWS. The Contractor shall provide all personnel (trained and qualified), facilities, equipment, materials, supplies, and services to complete the Contract work scope, except as furnished by the DOE as set forth in the Contract.

The Contractor shall perform to the standards in this Contract.

PWS performance expectations include the following:

1. The Contractor shall provide 100% of all services and deliverables identified in this PWS in a timely, complete, effective and efficient manner.
2. The Contractor shall demonstrate commitment to quality in preparation of all deliverables required by the contract.
3. The Contractor shall adhere to and follow all applicable statutes, regulations, and DOE Orders which pertain to the activities outlined in the PWS.
4. The Contractor shall ensure that personnel assigned to the Contract have the skills required to perform the PWS requirements.
5. Contractor personnel shall conduct themselves with professionalism expected in a Government office environment in accordance with applicable DOE and federal regulations.

The Contractor's performance will be measured for completeness, quality of work, timeliness and accuracy. Unacceptable work as designated by the Contracting Officer (CO) must be corrected by the Contractor at no additional cost to DOE. Poor performance may result in the DOE not exercising the options under this contract.

C.1.3 General Scope of Work

Under the guidance and technical direction of the CO and/or the Contracting Officer's Representative (COR), and in accordance with Section C.1.2 above, the Contractor shall complete the scope of work for EM HQ IT Services, as required. Specifically, the Contractor shall provide expert advice, assistance, and cost-effective solutions to respond rapidly to critical IT management issues with results based on current market and technical research, hands-on experience, and IT best practices. The contractor shall effectively support audits and management reviews, and cooperate in a timely manner with other DOE programs and Federal oversight groups.

Services required include providing technical and administrative support for IT Capital Planning, IT Strategic Planning and Architecture, IT Mission Systems Support, IT Cyber Security, the EM Consolidated Business Center, Records Management, Green IT, Program Strategic Initiatives, the EM Correspondence Center, and the EM Cloud.

See the PWS Element Table at the end of the PWS for a summary of several specific requirements (including some of the items discussed in this section below) for all of the tasks.

Travel

Travel may be required to these EM Field Sites (and other locations where EM work is being performed):

- Richland Operations Office (Richland, WA);
- Office of River Protection (Richland, WA);
- Savannah River Site(Aiken, SC);
- Portsmouth Paducah Project Office (Lexington, KY);
- Carlsbad Field Office (Carlsbad, NM);
- Los Alamos National Laboratory (Los Alamos, NM);
- East Tennessee Technology Park (Oak Ridge, TN);
- Idaho Operations Office (Idaho Falls, ID);
- EMCBC (Cincinnati, OH); and
- EMCBC Small Sites and satellite office: Moab Uranium Mill Tailings Remedial Action Project (Moab, UT; Crescent Junction, UT; and Grand Junction, CO); Separations Process Research Unit (Albany, NY); West Valley Demonstration Project (located mid-way between Buffalo and Ellicottville, NY); Denver Federal Center (Denver, CO); and Energy Technology Engineering Center (Simi Valley, CA).

All travel shall be pre-approved by the Contracting Officer. Travel shall be in accordance with Federal travel regulations, and travel reports shall be submitted within three working days after completion of all travel.

Clearances

Cyber security support personnel (for Tasks #4, #5, and #10) are required to obtain and remain eligible for DOE Q clearances.

Monthly Status Reports

A Monthly Status Report covering all of the tasks in CLINs 00002, 00007, 00011, and 00015, and for Task 11 which falls under CLINs 00004, 00008, 00012, and 00016 shall be provided to the CO, COR, and Technical Monitors by the 10th working day of each month and shall include (by task/CLIN) accomplishments, planned activities, and key issues/issue resolution.

In addition, the report shall reflect compliance with Federal Acquisition Regulations (FAR) 52.219-14 and “Limitations on Subcontracting.” In addition to calculating the percentage reflecting compliance with the requirements set forth in FAR 52.219-14, the Contractor shall provide sufficient documentation on how the percentage was computed. The report shall be fully supported, including but not limited to, a narrative explanation and backup supporting documentation, to allow the CO and COR to fully understand the computation and the basis of the computation.

C.2.0 Transition

During the transition period, the Contractor shall perform those activities that are necessary to transition work in a manner that: (1) ensures that all work for which the Contractor is responsible under the contract is continued without disruption; (2) provides for an orderly transfer of resources, responsibilities, and accountability from the previous contractor; and (3) provides for

the ability of the Contractor to perform the work in an efficient, effective, and safe manner. The first day of the Transition Period will be the date of the issuance of the Notice To Proceed (NTP), and will be for a time period of 45 days or less. During the transition period, the Contractor shall become familiar with performance requirements in order to commence full performance of services within 45 days from the NTP. The contract effective date is the date the Contractor shall assume full responsibility. A weekly meeting will be held to provide the status of the transition. To minimize any decreases in productivity and to prevent possible negative impacts on services, the Contractor shall have all necessary personnel, including key personnel for the Contract, available during the transition period. The objectives of the transition period are to prepare for implementation of the Contract and minimize the impacts on continuity of operations.

The Contractor shall prepare a Phase-In Transition Plan to cover the transition period from the Contract NTP date to the Contract effective date. The Phase-In Transition Plan shall provide sufficient detail for all transition activities, including but not limited to: a description of all necessary transition activities; a schedule for orderly assumption of Contract responsibilities; coverage of key functional areas during the transition period; and other transition activities such as acquisition of necessary equipment, hiring and training of personnel. The Contractor shall also include a spend plan associated with the projection of work to be performed from transition through the completion of the contract period of performance in the transition plan.

C.3.0 Task 1 – IT Capital Planning

Capital Planning is an IT management process incorporated to ensure IT resources are used effectively and efficiently. The process aligns IT plans with EM's strategic vision and mission requirements to ensure managers have accurate and meaningful information for IT decision-making. This includes critical information on a proposed IT investment's overall value to the organization, the return on the investment including the measures of performance, and the utilization of risk management plans.

Capital Planning support personnel shall have a good working knowledge of Office of Management and Budget (OMB) requirements and best practices for IT Investment Reporting, Application Portfolio Management, Governance (specifying the decision rights and accountability framework to encourage desirable behavior in the use of IT), and Project Management.

The Contractor shall perform the following tasks associated with IT Capital Planning:

1. The Contractor shall support the management of information, IT assets and IT investments (total of 4 Major Exhibit 300 and approximately 116 Exhibit 53 reports annually; these reports are required monthly, annually, and/or during OMB Passback, and this task involves analyzing, collating, and reporting detailed information on the utilization of IT resources (e.g., applications, hardware, software, and labor) so it can be used to make better decisions.

2. The Contractor shall coordinate with EM Field Sites to facilitate the timely and accurate submission of Exhibit 300 and Exhibit 53 monthly and annual reports.
3. The Contractor shall provide analysis and reporting of Cost and Risk Reduction activities (including creating and maintaining guidance) to improve investment performance for EM's Exhibit 300/53 investments and all IT project management activities.
4. The Contractor shall facilitate for investment owners, the measurement of investment performance by providing annual and periodic guidance which adheres to OMB, DOE, and EM requirements and best practices.
5. The Contractor shall coordinate with Field Sites to facilitate the timely (by the 15th of each month) and accurate submission of four monthly IT Dashboard reports (one report for each of four Major Exhibits each month).
6. The Contractor shall maintain and update the EM HQ Application Registry within 2 business days of any modification request to registry or at least once a month.
7. The Contractor shall provide IT portfolio management support by evaluating and monitoring the EM portfolio on a continuous basis (and by developing a portfolio management process to support IT Governance and producing EM portfolio reports).
8. The Contractor shall support up to 50 ad hoc portfolio requests per year, in the Electronic Capital Planning Investment Control (eCPIC) system, for portfolio analysis.
9. The Contractor shall support the maintenance and functionality of the Troux Repository, providing data entry (less than 1 hour per week) and analysis of meta-model functionality.
10. The Contractor shall support the gathering and reporting of up to 50 data calls per year from OMB, DOE-EM, or DOE Office of Chief Information Officer (OCIO) in a timely (within the due date specified by the requesting organization) and accurate manner.
11. The Contractor shall understand DOE's and EM's IT governance processes in order to facilitate the use of IT governance and its integration with the Capital Planning and Investment Control (CPIC) process.
12. The Contractor shall maintain all IT governance documents.
13. The Contractor shall provide support for up to 100 meetings per year, including providing support for PowerPoints, information gathering, and meeting minutes.
14. The Contractor shall support the business intelligence tool MicroStrategy – Administration and Reporting capability.
15. The Contractor shall support up to 50 reporting requests per year in a timely and accurate manner.
16. The Contractor shall support the EM Application Portfolio Management process by evaluating the portfolio to increase its efficiency and effectiveness to support EM Stakeholder needs.
17. The Contractor shall maintain/create guidance documents for capital planning and investment control processes (including for cost and risk reduction).
18. The Contractor shall provide a weekly report of accomplishments, activities, issues, and recommendations.
19. The Contractor shall support two TechStat Audits annually.

C.4.0 Task 2 - IT Strategic Planning and Architecture

IT Strategic Planning and Architecture provides a mechanism and a methodology that explains how Strategic Planning, Cyber Security, Records Management, Operations, Acquisitions, Capital Planning, and other related IT and general management processes work together to meet the EM enterprise's mission and objectives. It provides insight into the utilization of EM's information technology resources based on business, mission and technology requirements as well as the transition plans which outline the path forward to move from the current environment to a future state.

IT Strategic Planning and Architecture support personnel must have a good working knowledge of OMB requirements and best practices for Governance and Enterprise Architecture. The Contractor shall perform the following tasks associated with IT Strategic Planning and Architecture:

1. The Contractor shall maintain EM's Enterprise Architecture (EA) Troux Repository to document EM's enterprise architecture requirements (including preparing an EA Repository Maintenance Report).
2. The Contractor shall create and document an EM target architecture which will include HQ and Field Sites. The target architecture will capture EM's future state for strategy, business, data, application, and technology.
3. The Contractor shall provide Troux administration support for both production and development Servers.
4. The Contractor shall provide support for EM's IT Governance activities by creating, analyzing, and maintaining EM HQ and Enterprise governance documentation, preparing reports summarizing all IT projects performance metrics and information, socializing governance practices, supporting up to 20 governance meetings (average 1 to 2 hours long each) per year.
5. The Contractor shall enhance EM's Troux Repository by providing an integrated web-based reporting capability utilizing the MicroStrategy platform.
6. The Contractor shall provide analysis and support in developing an EA management program plan which integrates and aligns requirements between DOE/EM IT management processes (cyber, records management, operations, enterprise architecture, capital planning).
7. The Contractor shall develop presentation information (average 16 hours labor to prepare) for DOE and EM field site collaboration initiatives/efforts/meetings in a timely, accurate, and useful manner, up to 15 times per year.
8. The Contractor shall support the development/maintenance of the EM IT Strategic Planning process.
9. The Contractor shall support the development, socialization, and implementation of the EM IT Strategic Plan.
10. The Contractor shall analyze and support system integration and interoperability initiatives by developing transition plans.
11. The Contractor shall model system integration and interoperability transition plans in the Enterprise Architecture (EA) Repository.
12. The Contractor shall develop no more than one application per year to support the management and functions of EA, CPIC, Project Management, and Strategic Planning.

13. The Contractor shall provide analysis and support for EM HQ and Enterprise EA Cloud Computing initiatives and prepare a Cloud Computing Governance Document.
14. The Contractor shall provide analysis and support for HQ and Enterprise EA Identity, Credential, and Access Management (ICAM) and Homeland Security Presidential Directive (HSPD)-12 initiatives.
15. The Contractor shall provide technical expertise to EM Field Sites to include importing data to the EA Repository.
16. The Contractor shall support the gathering and reporting of 10 EA/Strategic Planning data calls per year from OMB, DOE-EM, or OCIO in a timely (within the due date specified by the requesting organization) and accurate manner (average 16 hours labor to prepare).
17. The Contractor shall support up to 50 ad hoc reporting requests per year.
18. The Contractor shall provide a weekly report of accomplishments, activities, issues, and recommendations.
19. The Contractor shall develop the methodology to create a comprehensive data management plan.

C.5.0 Task 3 – IT Mission Systems Support

IT Mission System Support requires the Contractor to possess technical and project management resources to provide specialized technical assistance for the EM Mission Applications to include Open Text Content Server, Electronic Suspense Tracking and Routing System (ESTARS), and Kofax Scanning Software. The EM Mission applications are hosted by the Office of the Chief Information Officer (OCIO) in the Application Hosting Environment (AHE) running Windows 2008 server with the VMWare tool set. AHE is responsible for provisioning IaaS, PaaS, storage, backups and support where EM is responsible for maintaining the application layer. The current versions and structure of the EM Mission applications are OpenText Content Server v10.5 which is a COTS product written in O script that utilizes JAVA, HTML, and XML and utilizes SQL as the back-end database. Current footprint within AHE is 10 virtual servers. This includes a staging, testing and production environment. ESTARS is a COTS product written in Coldfusion 9.1 and utilizes SQL as the back-end database. Current footprint within AHE is 3 virtual servers. ESTARS has a test and production environment. Kofax Capture is a COTS product written in visual basic. Current footprint in AHE is 2 virtual servers. Kofax Capture is production only.

The Contractor shall perform the following tasks associated with IT Mission Systems Support:

1. The Contractor shall provide project management support to include preparation of project schedules, project management plans, white papers and briefing packages as requested related to enhancements or upgrades to existing EM Mission applications.
2. The Contractor shall provide EM mission system application maintenance to include monthly patch management, monthly account management reports and monthly content management analytics and current license usage.

3. The Contractor shall apply system upgrades as they become available on EM mission systems.
4. The Contractor shall review the weekly vulnerability reports provided by the OCIO to address any weaknesses within the monthly patch management cycle.
5. The Contractor shall provide infrastructure architecture, integration, implementation, operations, maintenance, and overall technical management for the EM mission systems. This includes the development, migration, and production environments.
6. The Contractor shall configure, maintain, train, and provide technical assistance for the EM mission systems. This includes an average of 700 support tickets per year from EM customers for general application support, access requests, permission settings to folders, and training requests. Training requests include new hires or WebEx sessions on application enhancements or refresher training.
7. The Contractor shall provide daily Operation support, training, testing, and documentation of EM mission systems.
8. The Contractor shall provide and maintain life-cycle documentation to include Functional Requirements, System Design, System Test Plans, System Installation Manuals, User Manuals, System Maintenance Documentation, Configuration Management Plans, Security Plans, and other documentation required for activities covered under this task.
9. The Contractor shall coordinate with other DOE contractors on application development and system support for hosted applications within the DOE Data Center.
10. The Contractor shall install and maintain Secure Socket Layer (SSL) certificates.
11. The Contractor shall maintain Domain Name System (DNS) records;
12. The Contractor shall provide application integration analysis and recommendations as requested.
13. The Contractor shall perform system and application monitoring to ensure system availability during business hours (8am to 5pm) and after monthly maintenance outages performed by OCIO AHE which requires Sunday evening validation testing.
14. The Contractor shall perform other technical operations and maintenance services as specifically directed by the COR or Technical Monitor (TM). This could include system enhancements to include building workflows in content server or developing new reports in ESTARS.
15. The Contractor shall evaluate existing and new technologies and solutions based on new customer and federal IT requirements.
16. The Contractor shall provide life cycle application documentation.
17. The Contractor shall provide a weekly report of accomplishments, activities, issues, and recommendations.

C.5.1 Task 3.1 IT Mission Systems Support – Surge Capability

This task is the surge component of Task 3, IT Mission Systems Support. This Task will support evaluating and implementing new IT requirements not currently covered under Task 3. Under Task 3.1, the Contractor shall, upon Letter of Direction from the CO, provide a surge capability for those activities specified in Task 3 within thirty (30) calendar days. Employees for Task 3.1 shall meet the labor category position qualifications in Section J, Attachment J-7.

C.6.0 Task 4 - IT Cyber Security

Mission information protection and cyber security remain a key program priority as identified by Federal policies and statutes, especially considering the growing number of cyber threats that create challenges, and the recent security breaches impacting federal IT systems. Therefore, the contractor is required to keep abreast of Federal and DOE policy, threats, and risk changes to ensure EM IT security is proactive. The Contractor shall be required to support EM in managing all aspects of its information security program.

EM Headquarters and field site IT systems include stand-alone and network National Security Systems (NSS); general support systems (GSS) and associated subordinate system boundaries for communication and business processes and desktop computing; industrial control systems (ICS) and supervisory control and data acquisition (SCADA) systems; industrial monitoring systems, wireless systems and networks, and other IT systems.

Analysis and technical review of all EM site operation information technology systems is required using the National Institute of Standards and Technology (NIST) framework for assessing cyber security controls and processes identified including NIST Special Publication 800-53 revision 4, *Security Privacy and Controls for Federal Information Systems and Organizations*; NIST 800-137, *Information Security Continuous Monitoring (ISCM)*; DOE Environmental Management (DOE-EM) *Risk Management Approach Implementation Plan (RMAIP)*; NIST Federal Information Processing Standards 199, *Standards for Security Categorization of Federal Information and Information Systems*; DOE order 205.1B, *Department of Energy Cyber Security Program*; NIST 800-37 Rev 1, *Guide for Applying the Risk Management Framework to Federal Information Systems*; and other relevant guidance.

Cyber security support personnel are required to obtain and remain eligible for DOE Q clearances in order to understand and assess threats and risk to EM IT systems. Routine travel will be required to the EM field sites that are specified in Section C.1.3. EM estimates approximately 35 site visits annually.

The Contractor shall perform the following tasks associated with IT cyber security:

1. The Contractor shall adhere to EM's Capital Planning and Investment Control project management framework for all cybersecurity products and services delivered under the task. The project will be monitored by EM's Capital Planning Investment Control function. Historically, two 53/300s have been submitted annually in support of the cyber task.
2. The Contractor shall maintain a comprehensive inventory of site specific profiles including relevant cyber security personnel, site specific IT systems, applications, and databases which will be used as a site specific profile. The site specific profile information will be integrated into an over-arching Enterprise Architecture Repository.

3. The Contractor shall determine the level of compliance with federal laws and Departmental policies, procedures, standards, and guidelines by conducting testing and assessments of EM systems located in Washington, DC and information systems identified at field sites. Internal EM systems supporting security operations span between 20 and 100 systems. A mixture of Linux and Windows as well as other commercial off-the-shelf tools are used for security monitoring. There are between 100 to 15,000 field site systems that will be reviewed. Historically, field sites have had a plethora of technologies needing to be accessed for compliance.
4. The Contractor shall provide an annual Mission Information Program Plan and schedule.
5. The Contractor shall provide a task management plan and schedule within 15 calendar days after Notice to Proceed.
6. The Contractor shall provide task management plan schedule updates as they occur.
7. The Contractor shall provide input and review external comments in order to update the EM RMAIP and other related EM cybersecurity documentation, and ensure that Mission Information Protection Program (MIPP) architecture remains current and relevant. The RMAIP is an EM generated document used as a tool to aid field sites in the implementation of the Risk Management Framework as defined by the NIST. Contractors shall ensure updates occur on the RMAIP upon major revisions or changes to NIST cyber security guidance, or updates or changes to the Committee on National Security Systems. Updates to RMAIP shall also be done when there is a major change to DOE cyber security directives. One update and document review should be planned for annually.
8. The Contractor shall review DOE and EM cyber security policies, guidelines, and procedures and provide comments/recommendations, and shall draft proposed EM mission information protection standard operating procedures.
9. The Contractor shall support EM in responding to audits and/or other oversight reviews or investigations from internal or external oversight organizations.
10. The Contractor shall provide cyber security support in the development of EM IT strategic plans and EA plans and technology roadmaps.
11. The Contractor shall provide analysis and input to EM plans, procedures, and reports.
12. The Contractor shall support OCIO- and OMB-required reporting, including budget submissions, data calls and other input. The Contractor shall plan for up to 200 data calls annually.
13. The Contractor shall perform categorization calculations and recommend corrective action decisions on risk assessment issues resulting from internal EM activities as well as external audit findings.
14. The Contractor shall prepare the EM quarterly and annual Federal Information Security Management Act (FISMA) report. The Contractor shall plan for up to 60 FISMA reports annually.
15. The Contractor shall prepare and present cyber security briefings as needed, but at least monthly. There will be up to 15 briefings and shall be planned for annually.
16. The Contractor shall prepare and provide cyber security training for IT professionals [Authorizing Officials (AO), Authorizing Official Designated Representatives

- (AODRs) and others], end user training, and situational based trained. The Contractor shall plan for up to 10 training sessions annually.
17. The Contractor shall conduct near-real-time EM enterprise risk assessments utilizing the enterprise tool suite Risk Performance Management System and other data sources.
 18. The Contractor shall evaluate security, contingency, incident response and other plans or documents.
 19. The Contractor shall assist in the review of systems and systems documentation for compliance with relevant IT security policies and requirements. Where non compliances are found, systems updates shall be done and certification and accreditation documentation will be updated. The Contractor shall plan for the review of up to 45 Accreditation Boundaries and associated documentation annually.
 20. The Contractor shall perform certification of new systems at EM HQ and EM Field Sites. Certification activities will be done on classified and unclassified systems and will consist of developing/updating/reviewing risk assessments and risk management plans in support of Continuous Monitoring. Activities, including data entry of risk analysis calculations and report generation will be required. The Contractor shall plan for the certification of up to 45 Accreditation Boundaries annually. Boundaries contain between 100-15,000 systems.
 21. The Contractor shall support and perform audits, assessments, inspections, and reviews of the state of EM MIPP systems and efforts.
 22. The Contractor shall be responsible for developing, testing, and reviewing disaster recovery and Continuity of Operations Plans (COOPs).
 23. The Contractor shall develop/update/review risk assessments and risk management plans in support of certification of new accreditation boundaries.
 24. The Contractor shall conduct White Hat and Grey Hat penetration testing of EM site mission system IT systems. The Contractor shall plan for testing up to 45 Accreditation Boundaries with the number of systems spanning between 100-15,000 nodes.
 25. The Contractor shall research and recommend cyber security best practices, new technologies, and protection capabilities appropriate for the EM IT environment and mission.
 26. The Contractor shall document EM and HQ mission systems compliance with cyber security requirements and update appropriate documents.
 27. The Contractor shall provide a weekly report of accomplishments, activities, issues, and recommendations.

The Contractor shall provide technical support, detailed cyber analysis and IT system cyber monitoring to EM Field Site IT systems using state-of-the-art monitoring technologies used to ensure the availability, integrity and confidentiality of EM IT systems and the data processed, stored, and transmitted there by providing operational cybersecurity centralized monitoring support.

1. The Contractor shall operate and maintain the EM Headquarters System Security (HQSS) network located at remote EM field sites.

2. The Contractor shall coordinate with and assist the EM field organizations with the integration of EM and HQ mission systems into the management framework of the MIPP program, including performing required risk assessments.
3. The Contractor shall provide analysis and reverse engineering of malware and other cyber threats in support of EM program field site mission.
4. The Contractor shall provide support in selecting, acquiring, and implementing cyber security tools, turn-key solutions, and other techniques to protect EM mission systems.
5. The Contractor shall provide support in operating and monitoring protection capabilities.
6. The Contractor shall provide analysis of audit logs, Intrusion Detection Systems/Intrusion Protection Systems (IDS/IPS) logs, firewall logs, and full packet capture data for malicious activity.

C.6.1 Task 4.1 – IT Cyber Security – Incident Response Support – Surge Capability

This task is the surge component of Task 4, IT Cyber Security. Under Task 4.1, the Contractor shall, upon Letter of Direction from the CO, provide a surge capability for those activities specified in Task 4 within fifteen (15) calendar days. Employees for Task 4.1 shall have an active DOE Q security clearance and shall meet the labor category position qualifications in Section J, Attachment J-7. This task is associated with Cyber Incident Response activities related to protecting and defending the DOE networks. The Contractor shall respond appropriately to any event or formally declared incident that affects the cyber security posture of DOE. Planning and response activities typically fall into the following areas: malware infections, network outages due to malicious activity, data breaches, system destruction, and anything that affects the confidentiality, integrity, or availability of DOE systems.

C.7.0 Task 5 – EM Consolidated Business Center (EMCBC)

In 2004, DOE established the Environmental Management Consolidated Business Center (EMCBC) in Cincinnati, OH to provide EM customers with improved business and technical support services by consolidating many of the functions necessary to support EM's mission into one centralized location. The consolidation of these support services, which included Information Resource Management (IT) services, has reduced redundancies in services being performed at individual EM field sites allowing EM to operate in a more efficient and cost-effective manner. The EMCBC Information Resources Management (IRM) Department provides IT services to all EMCBC Federal employees and support contractors out of its main office in Cincinnati and out of its primary data center, located nearby in Springdale, Ohio. As of October 1, 2015, the total number of supported personnel was approximately 345.

The EMCBC has line management authority for the EM Small Sites. These include:

- Energy Technology Engineering Center (ETEC) in Simi Valley, California,
- Moab Uranium Mill Tailings Remedial Action (UMTRA) Project; three locations, two in eastern Utah and one in Grand Junction, Colorado
- Separations Process Research Unit (SPRU), in Albany, New York
- West Valley Demonstration Project (WVDP), located mid-way between Buffalo and Ellicottville, NY.

EMCBC IRM is tasked with providing IT Services to DOE Federal and support contractors at each of these small site locations. These personnel are included in the total stated in the previous paragraph.

The EMCBC also operates a satellite office at Building 55 (B55) in the Denver Federal Facility, Denver, CO. The B55 facility includes a classified Vault Type Room (VTR) which houses independent, physically and logically segregated IT infrastructure and services. Physical access to the B55 VTR requires a DOE "Q" clearance. Logical access (i.e. login) to the classified IT computing system in the VTR requires Sigma 14 and Sigma 15 Authorization in addition to a "Q" clearance.

The work to be performed under this task will require up to 30% travel time to the Small Site and Denver locations, as well as to EM Headquarters in Washington, D.C. The remainder of the work is based at the EMCBC offices in Cincinnati, Ohio. Specific trips will be coordinated and scheduled in accordance with EMCBC and EM mission requirements, cyber security assessment schedules, and requirements for cyber incident response.

The Contractor shall perform the following tasks associated with the EMCBC:

A. Cyber Security Operations and Program Support for the EMCBC General Support System

The EMCBC General Support System (hereafter referred to as the GSS) is the authorized IT system which provides all unclassified IT services to EMCBC users located at the main EMCBC

offices in Cincinnati, the Small Sites, and the unclassified network in Building 55. The EMCBC GSS provides standard desktop and mobile IT and communications services to EMCBC employees and support contractors, through a Microsoft Windows Active Directory domain structure operating on a VPN-based Wide Area Network (WAN). Services are managed and operated by EMCBC's IRM Department, which consists of federal and contractor staff.

The Contractor shall:

1. Perform the functions outlined in the EM RMAIP and the EMCBC Cyber Security Master Policy, PS-563-01.
2. Possess a working knowledge of Information Technologies deployed in the EMCBC GSS, and the cyber security principals and techniques necessary to defend the GSS from internal and external threats. These include (but are not limited to) Microsoft Windows server system architecture, Microsoft Active Directory, Linux Server, principals of SQL-based Database Management Systems (DBMS) security, vulnerability testing, continuous monitoring techniques, Local and WAN protocols, DOE incident response/management protocols, and NIST 800 series guidance.
3. Serve as an analyst in the detection of malicious activity to prevent, detect, contain, and eradicate intrusions and intrusion attempts
4. Conduct analyses of system logs, forensic results, vulnerability assessments and penetration tests. Provide recommendations and develop implementation plans to correct or mitigate analysis findings.
5. Proactively identify and investigate instances of security concern. Prepare summary reports and present briefings on identified security concerns.
6. Conduct internal cyber security assessments in accordance with the GSS SSP requirements and schedule.
7. Ensure that required cyber security policies and procedures are adhered to and that required controls are implemented within the EMCBC GSS.
8. Provide support to IRM staff and contractors to prepare for scheduled/periodic EM cyber security assessments of the GSS.
9. Provide support in areas of cyber security for the logical design and development of Information Technology systems and provide analysis of existing Information Technology systems in areas of cyber security.
10. Provide support to the IRM operation contractor in areas of cyber security for the operation of desktop computers and typical desktop business applications, including installation and configuration of desktop and server-based security software, continuous monitoring (CM) software, and security hardware firewalls and appliances.
11. Assess NIST compliance of desktop and server software, internally developed applications, hardware and software procurement activities, and new and existing operating policies and procedures.
12. Develop and maintain an inventory of desktop and server software installed in the GSS.
13. Log activities, and completion of project and task milestones in the EMCBC IRM online Project Management System.
14. Assist EM HQ personnel with the installation, configuration and maintenance of the EM HQSS node equipment installed at the EMCBC data center in Cincinnati.

15. Coordinate system installation and maintenance activities with IRM support service IT contractors to ensure minimal downtime or disruption of service to EMCBC service customers.
16. Under the direction of the EMCBC GSS Information System Security Manager (ISSM), prepare and issue JC3 Cyber Incident Reports and updates. Develop and maintain an online log of issued JC3 Incident Reports. Maintain an electronic record of all JC3 reports and associated inter-office correspondence.
17. Attend EMCBC IRM staff meetings, group training, and briefings, when scheduled.
18. Prepare and conduct training sessions and prepare training materials for IRM personnel on the functions and operation of IT security hardware and systems installed in the EMCBC GSS.
19. Act as a Trusted Authority for the issuance of remote access tokens and other forms of identity management used on the GSS.

B. Cyber Security Operations and Program Support for the EMCBC Classified IT system at Building 55.

The Building 55 VTR Classified IT System (VTRCS) hereafter, referred to as the National Security System (NSS) is the authorized system which provides all classified IT services to users working in the Building 55 VTR. The system is used by B55 classification personnel as an aid in the performance of their duties. The system also houses a classified document scanning and information retrieval database application.

The system consists of a single Microsoft Windows server and eight workstations connected on a stand-alone local area network. An inventory of peripheral equipment such as image readers, printers and scanners may be connected to the server or workstations at any time, depending on the requirements of classification activities and of the document scanning operations. The VTRCS is isolated both physically and logically from all other IT systems and from any Internet connectivity.

The Contractor Shall:

Provide DOE “Q” cleared with Sigma 14/15 Authorization support staff, based at the EMCBC in Cincinnati, to perform the following task elements. As of October 1, 2015, the combined task elements are estimated to require 200 hours per year on-site work at the Denver Federal Center, Building 55.

1. Identify and investigate instances of security concern in the Building 55 VTR. Prepare summary reports and briefings on identified security concerns.
2. Conduct internal cyber security assessments in accordance with the NSS SSP requirements and schedule.
3. Ensure that required cyber security policies and procedures are adhered to and that required controls are implemented within the Building 55 NSS.
4. Provide support to IRM staff and contractors to prepare for scheduled/periodic EM cyber security assessments of the NSS.

5. Provide support in areas of cyber security for the logical design and development of a project plan for the migration of the NSS Server/Workstation configuration to a Diskless Workstation platform.
6. Conduct quarterly cyber security inspections and assessments of the operation of the Building 55 NSS and of the Building 55 operating contractor's compliance with applicable requirements, in accordance with the NSS SSP
7. Schedule, coordinate and attend all EM HQ cyber security assessments of the Building 55 NSS. Prepare corrective action plans for all findings and observations resultant from assessments. Ensure findings, observations and corrective action plans are logged as Plan of Action and Milestones (POAMs) in accordance with EM and EMCBC cyber security policies and procedures.

C.8.0 Task 6 – Records Management

Records Management is a key component of documenting the corporate memory for EM HQ. The work described in the following paragraphs is currently performed in the DOE EM Records Center (EMRC) in Germantown, MD, utilizing three records management (RM) Subject Matter Experts (SMEs), a scanning specialist, and a project manager with a strong background in RM. No travel is required for this work, and work with classified records is done in a separate area by another EM organization and is not the subject of this contract. The current electronic document and records management system (EDRMS) is Content Server, version 10.5, by Open Text.

The Contractor shall maintain and manage records and provide adequate and proper documentation of work accomplishments. The scope includes developing and maintaining a strategy for life-cycle management of records, including inventory and schedule management, essential and quality assurance (QA) records, and major collection management.

The Contractor shall provide information inventory and schedule services for all records, regardless of media (electronic systems, databases, spreadsheets, microfilm, photo, hard copy paper, and all other formats), including those documenting the missions, programs, projects and all administrative functions. The Contractor shall provide imaging services (including scanning and indexing) to further facilitate the migration of legacy paper records to electronic files that can be preserved and managed in the ERMS. The Contractor shall ensure temporary physical storage for paper and other hard copy media records are maintained in an orderly fashion which meets National Archives and Records Administration (NARA) requirements and DOE directives for small storage facilities, and the Contractor shall maintain information systems to manage EM records.

The Contractor shall perform the following tasks associated with Records Management:

A. Inventory and Schedule Management:

The Inventory and Schedule Management scope of work provides the service processes for all records under the scope of this Contract and for designated contractors. This work addresses all

records originated or held by any EM Federal or contractor employees and applies to records in all media, including photo/negatives/digital files, paper copies, electronic systems, databases, spreadsheets, microform, and all other formats and media. Records management/inventorying and scheduling requirements are detailed in various laws, regulations, DOE directives and NARA requirements.

1. The Contractor shall provide life-cycle management for all records, including those maintained in electronic media. The management processes will be documented with procedures.
2. The Contractor shall implement record identification and capture as records are created in business and program/project processes. The Contractor shall develop, implement or use standard methodology to determine the value of the records in various formats.
3. The Contractor shall participate and shall work proactively and collaboratively with EM-72, DOE CIO, NARA, and other DOE sites, in the development and use of records retention schedules, working on DOE-wide, EM-wide, and Contract-specific initiatives for records schedule improvements.
4. The Contractor shall manage the file plan database and manage the update process.
5. The Contractor shall maintain detailed inventories of records holdings, including records contained in information systems or other electronic formats. The inventory shall address how the records are maintained, where they are stored, and document the records' authenticity/integrity.
6. The Contractor shall report to the EM-72 Task #6 Technical Monitor bi-annually (twice a year) on the on-going records inventory process to include a description of the process followed and to document the strategy utilized to ensure electronic records are identified and inventoried.
7. The Contractor shall assist federal staff with the delivery of hard copy and electronic records to approved records repositories using information from the file plan database.
8. The Contractor shall provide training and consulting needed to ensure that information retention and disposition policies and processes are interpreted and applied consistently among the EM HQ federal and contractor employees.
9. The Contractor shall assist with transfer of on-site electronic archives to NARA, as appropriate.
10. The Contractor shall maintain the essential records program for EM HQ within the Content Server system.

B. Major Collection Management:

Major Collection Management provides continued maintenance of significant collections of records. Examples of major collections include engineering drawings, photographs/negatives/digital files, videotapes.

1. The Contractor shall ensure that records in identified collections are indexed, authenticated, complete, and are accessible to those that have a business requirement.

2. The Contractor shall improve accessibility (e.g., indexing of photos).
3. The Contractor shall recommend to EM when any collection of records can be dispositioned using an alternative method.
4. The Contractor shall provide records retrieval support and evaluate records requests to ensure that appropriate procedures are followed (e.g., those for security, confidentiality).
5. The Contractor shall provide assistance with creation of electronic data file capture and management process work controls.
6. The Contractor shall create documents and procedures for capturing email and electronic records according to current approved schedules.
7. The Contractor shall provide assistance with preparation of a format for e-records storage to aid in simplifying capture, preservation, and final disposition.
8. The Contractor shall provide assistance to federal records team members working with EM program elements to determine their needs for managing legacy and electronic records.

C. Temporary Records Storage:

The EMRC storage facility provides for physical storage for less than 2,000 boxes of records in various hard copy medium (e.g., paper, some photographs, video, and tapes). Less than 50% of that capacity is currently utilized. Large collections are processed for storage at a NARA Federal Records Center (FRC); transportation and storage costs are not part of this contract.

1. The Contractor shall manage physical storage of inactive records generated by EM HQ and its contractors and held within the Germantown, MD facility.
2. The Contractor shall accept records boxes for storage and assist federal staff in the transfer of collections to FRC and/or other approved off-site records storage facilities as required.
3. The Contractor shall support the EMRC, including information regarding box content, records schedule and retention period.
4. The Contractor shall manage the set of records stored in the EMRC to ensure that inactive or semi-inactive documents are available to support the EM HQ mission. This includes the following services:
 - a. Receive, store, maintain, and retire active numbered documents in the EMRC repository.
 - b. Assist federal staff with retrieval services for legacy hard copy and microfilmed active record material, including specifications and vendor information in the EMRC.
 - c. Support the EMRC bar code system, including information regarding box content, records schedule and retention period.
 - d. Assist EM Records Management Team (EMRMT) members to establish and maintain EM HQ procedures and processes for records storage.
 - e. Provide search and retrieval services for on-site contractors and EM staff.

C.9.0 Task 7 – Green IT

Presidential Executive Order (E.O.) 13423, “Strengthening Federal Environmental, Energy, and Transportation Management” and E.O. 13693, “Planning for Federal Sustainability in the Next Decade” are key drivers for Green IT within EM. Several efforts are in progress and are monitored by the government’s senior IT manager; including the Federal Data Center Consolidation Initiative (FDCCI), the Data Center Optimization Initiative, and the Shift to Cloud First Policy. Green IT is a movement towards an environmentally friendly and cost effective use of power in order to lower the carbon emissions foot print and to save funds. Some common Green IT concepts are virtualization, recycling, telecommuting and power management through the use of efficient devices. Most EM sites have implemented Green IT solutions and several have won EPA’s annual Federal Electronic Challenge (FEC) awards. The EPA discontinued the FEC partnership program, and has encouraged the sites to join the Federal Green Challenge (FGC). To support these efforts, and Green IT related goals outlined in the EM IT Strategic Plan and throughout the EM enterprise, several tasks are required at the Headquarters level.

The Contractor shall perform the following tasks associated with Green IT:

1. The Contractor shall coordinate and review EM site responses to quarterly FDCCI or Data Center Optimization Initiative inventory data calls as requested by the OCIO through PortfolioStat and Max Portal, and prepare responses for five additional ad hoc data requests per year from the OCIO or other DOE program offices.
2. The Contractor shall assist field sites in the utilization of energy efficiency assessment tools including DOE Green IT (DOEGRIT) and Data Center Profiler (DC PRO) programs to determine data center energy consumption baselines, and identify and implement alternative data center optimization practices.
3. The Contractor shall determine the EM site level of compliance with Departmental policies, procedures, standards, and guidelines on Sustainability by working with the Office of D&D and Facility Engineering (EM-13), communicating with the EM field sites on their IT compliance efforts, identifying areas of improvement pertaining to the IT infrastructure, and reviewing pertinent documents.
4. The Contractor shall encourage and support EM site participation in the FGC and the DOE Sustainability Awards programs in FY2016 and beyond by providing assistance to the EM field sites throughout the year in reporting data and applying for program awards. The Contractor shall prepare and deliver quarterly status reports (based on the FY calendar) of EM site participation in these programs.
5. The Contractor shall participate in monthly meetings of Federal Green IT-related working groups [including the OCIO IT Sustainability Working Group (ITSWG) and the EM-13 SWG and weekly meetings of the OCIO Data Center WG, prepare and deliver summary notes, and inform EM field sites of any updates, as appropriate.

C.10.0 Task 8 – IT Services and Infrastructure

The Contractor shall provide the required specialized technical and managerial resources for: EM Video Teleconferencing (VTC) systems, WebEx (or equivalent), Concur Government

Edition (CGE) Travel System [General Services Administration (GSA) replacement for GovTrip], and Asset Management. In addition, the Contractor shall provide the technical and management resources that are needed to configure, maintain, train, and/or provide specialized assistance for systems that support EM business functions; and to architect, design, develop, integrate, manage, and/or provide specialized assistance for systems that support those EM functions.

The Contractor shall perform the following tasks associated with IT Services and Infrastructure:

1. The Contractor shall perform Project Management to plan, organize, and control resources to achieve the project goals.
2. The Contractor shall evaluate existing and new technologies and solutions based on business requirements.
3. The Contractor shall provide support that adheres to DOE and EM standards and procedures.
4. The Contractor shall prepare documentation to include Functional Requirements, System Design, System Test Plans, System Installation Manuals, User Manuals, System Maintenance Documentation, Configuration Management Plans, Security Plans, and other documentation required for activities covered under this task.
5. The Contractor shall provide End User support for the DOE Travel System. This includes, but is not limited to, account creations/deletions, resetting passwords, assisting with travel vouchers and authorizations, routing codes, and general customer support. The Contractor shall routinely provide telephone and online support for EM customers. On average, there are approximately 30-40 tickets created per month. EM does not provide training for the Travel System. The DOE HQ Travel Team provides training.
6. The Contractor shall modify and control EM Outlook Distribution Lists (roughly 120 lists, some used more than others).
7. The Contractor shall provide support for the EMFEDCAST mailbox. This includes keeping the membership list updated and sending messages on behalf of the mailbox. The EMFEDCAST mailbox sends out important EM-1 emails to the EM community complex wide (EM HQ and EM Field Sites).
8. The Contractor shall provide End User support and setup of WebEx web conferences or equivalent. On average, there are approximately 12-20 WebEx scheduled conferences per month.
9. The Contractor shall provide engineering, operations, testing, documentation and maintenance support for 11+ EM video conference facilities including the EM VTC Bridge located in the main Germantown building. Currently, there are three physical building locations: 5 VTC rooms in the Washington, DC Forrestal building, 5 VTC rooms in the Germantown, MD Cloverleaf building, and 1 VTC room in the Germantown, MD Main DOE building. This support includes scheduling EM point-to-point and multi-point bridge conferences, maintaining video conference statistics (audio/visual quality, frequency and duration of video conference usage), video circuit and ancillary software and hardware item installations, and making recommendations for improving the usability of EM's video systems. The Contractor will provide in-person support personnel as needed for Forrestal (FORS) 5C-033/Front Office video

conferences. On average, EM HQ coordinates approximately 70 VTC meetings per month with an average of over 200 site connections/participants. Currently, EM Field Sites support their own equipment and rooms. EM HQ provides VTC Bridge scheduling if their site is a participant in an EM HQ meeting.

10. The Contractor shall provide custom VTC room support, including design, ancillary software and hardware items, configuration upgrades, installation, operation, troubleshooting ancillary software and hardware item failures and facilitating ongoing maintenance. The Contractor shall conduct an annual inventory of all VTC rooms with multi displays. EM has several touchpad controlled complex VTC rooms with multi displays. EM has an annual maintenance agreement with an outside vendor to provide warranty maintenance on the hardware and code for these touchpad controlled rooms. EM HQ currently has primarily Polycom room equipment (including the RMX 60 Port HD Bridge). Currently, the VTC rooms are outfitted with either a PolyCom VSX-8000, HDX-7000, or HDX-8000. One Tamberg 60 is in our inventory. New VTC rooms would be dependent on need/budget.
11. The Contractor shall provide certification of new videoconference sites.
12. The Contractor shall provide Asset Management support in tracking the location and movement of all hardware using the Sunflower system. The Sunflower system is the official DOE asset tracking database which provides the Program offices at HQ a comprehensive and accurate inventory of their IT assets. EM HQ has approximately 1,000 pieces of IT equipment tracked in the Sunflower system between the Germantown, MD and Washington, DC locations. This service shall be provided in accordance with DOE Order 580.1 CHG 1. The Contractor shall: store hardware properly, prepare inventory exit packages using Sunflower, distribute hardware as directed and approved by the Federal Manager (the EM Accountable Property Representative), track the hardware as it is moved from one location to another, remove obsolete hardware from the inventory as directed, regularly verify that inventory records are complete and accurate, excess inventory at the direction of the Technical Monitor or Federal designate, and provide assistance in conducting bi-annual physical inventory of ancillary software and hardware items. The contractor shall assist the Government Technical Monitor or Federal designate in analyzing and researching asset discrepancies found in the MA “Wall to Wall” Annual Inventory. Contractor will conduct an internal EM-72 biannual inventory of EMIT assets and reconcile/document discrepancies and provide at least 2 reports on a bi-annual basis (twice a year), but could be as many as 4 reports per year on an as needed basis.
13. The Contractor shall provide a weekly report of accomplishments, activities, issues, and recommendations.
14. The Contractor shall provide a Quarterly Mobile Device Report Analysis to include zero usage, transfers, and departing employees.

C.11.0 Task 9 – Program Strategic Initiatives

The Contractor shall help establish and provide support for Program Strategic Initiatives in support of the EM program. As directed, these activities include supporting EM program initiatives and strategic objectives including EM field site collaboration meetings and business

case development for identified EM strategic initiatives; and supporting EM Corporate IT Office (EM-72) priorities.

The Contractor shall provide the following tasks associated with Program Strategic Initiatives:

1. Support for development of an updated EM IT Strategic Plan annually or as requested (including preparing written Plan) (examples posted on EMCBC procurement website).
2. Support development of approximately 2 business cases each year for identified EM strategic initiatives (including preparing written materials).
3. Support for 3 EM collaboration meetings (approximately 4 people attend for each site and meetings are usually held in the field) and 3 EM site-wide initiatives (to be conducted at EM HQ) per year with the field sites (including preparing meeting minutes and other written materials).
4. Support review of departmental documents such as the DOE IRM Strategic Plan and IT Modernization Strategy to ensure EM alignment (including preparing written comments).
5. Support for EM-72 office priorities to implement EM strategic initiatives.
6. Support General Program Support requirements for EM-72 including interface support, data collection and review, and preparation of summary, guidance, and briefing materials.

C.12.0 Task 10 - EM Correspondence Center (EMCC) Support

The EMCC serves as the central hub of correspondence management for the Office of Environmental Management (EM) at Department of Energy (DOE) Headquarters. All senior level internal and external correspondence processing is managed by the EMCC. It is a demanding, fast paced, and stressful environment requiring attention to detail, a deep understanding of the processes used by EM and DOE in processing correspondence, and the ability to work directly and closely with EM Senior Leadership to facilitate the immediate turnaround of critical correspondence. The EMCC is a team environment, requiring the willingness and ability to multi-task; change activities and directions quickly; thrive in a fast-paced and very dynamic environment; and to think flexibly and apply standards in order to solve problems.

The EMCC uses the ESTARS electronic correspondence management system (CMS) to control, assign, route, and track all correspondence from inception to completion. The EMCC also serves as the only program interface with the DOE Executive Secretariat (ES) and uses eDocs, the ES CMS. The three (3) EMCC contractor team members, working with the Federal Oversight Lead, are responsible for responding to time sensitive, high-priority actions; managing the various necessary elements of the overall correspondence process, to include initiation in ESTARS of correspondence actions (received from EM Field Sites or DOE ES); managing the internal and external concurrence process; physical package preparation and routing within EM; and the dispatch, closure, and storage/disposition of records in accordance with EM and DOE guidance.

Scope: The Contractor shall assist the EMCC Federal Oversight Lead by performing the following tasks associated with the EMCC:

1. The Contractor shall monitor and track correspondence actions received in the EMCC Mailboxes and in eDocs.
2. The Contractor shall determine appropriate action (i.e., Action, Concurrence, Program Determination, Information) and accurately initiate/assign incoming correspondence actions in ESTARS to the appropriate DAS office based on subject matter (approximately 1200 correspondence actions per year).
3. The Contractor shall review correspondence and written communications based on Departmental and EM guidance to ensure that policy and procedural requirements have been followed, that contents adequately respond or provide direction to the addressee, and that the document is prepared in the style and tone preferred by ES and EM (e.g., meet quality standards for readability, logic, flow). [DOE ES Correspondence Guidance provided in the documents library on the EMCBC Current Acquisition Website, as reference.]
4. The Contractor shall communicate with the appropriate EM Deputy Assistant Secretary (DAS) office to ensure correspondence packages are coordinated and prepared using the appropriate memoranda format (e.g., action, information, meeting, and briefing).
5. The Contractor shall review draft correspondence and written communications and coordinate concurrences for EM signature.
6. The Contractor shall work with other DOE program offices and ES to obtain concurrences on EM actions (this involves hundreds of email and phone interactions per month).
7. The Contractor shall work with other DOE program offices to obtain EM concurrences on actions provided for review/approval by other DOE program offices.
8. The Contractor shall prepare physical packages/folders for EM Senior Leadership review of correspondence for approval (approximately 1500 correspondence actions per year).
9. The Contractor shall process and dispatch (electronically/manually all outgoing EM-Senior Management correspondence.
10. The Contractor shall closeout in ESTARS, or work with ES to closeout in eDocs, completed actions in accordance with procedures.
11. The Contractor shall manage and process EM and ES correspondence utilizing the ESTARS and eDocs correspondence management applications.
12. The Contractor shall routinely generate, monitor, post to EMCC Portal site, and disseminate EMCC reports.
13. The Contractor shall review reports to ensure data is accurately captured.
14. The Contractor shall work with customers of all levels, including senior management, by assisting end users with questions on both the business process and the correspondence management application.
15. The Contractor shall train users on the EM correspondence business process and the ESTARS system process.
16. The contractor shall communicate EM Correspondence guidance and policy to include the following:
 - a) Review and update the official Correspondence Guidance Handbook.

- b) Prepare and disseminate correspondence guidance information to Senior Staff Officers (SSOs) and administrative staff using the instant notification process and the official Correspondence Guidance Handbook.
 - c) Review and update correspondence templates and reference data on EMCC Portal routinely for user's reference in preparing correspondence.
- 17. The Contractor shall review as requested the EMCC roles, functions, and work flow processes and make recommendations for improvement in the effectiveness and efficiency of work operations.
- 18. The Contractor shall implement records management system requirements in EMCC, in accordance with EM and DOE requirements.
- 19. The Contractor shall assist the EMCC Federal Oversight Lead as backup for the following activities when requested:
 - a) Coordinate work in the EMCC.
 - b) Interface with ES and the Field Management Council Secretariat as required on items assigned in EM.
 - c) Establish priorities, review, and recommend approval of correspondence in accordance with established policy and procedures.
- 20. The Contractor shall perform other EMCC "ad hoc" duties as assigned in support of the EM mission. These "ad hoc" duties may include (but are not limited to):
 - a) Unscheduled audits of processed correspondence materials.
 - b) Searches in support of inquiries from EM and DOE senior leadership.
 - c) Searches in support of legal holds.
 - d) Searches in support of FOIA requests.
- 21. Within 3 months of new employee arrival, the Contractor shall be required to meet, maintain, and/or complete the following EMCC Staff Performance Metrics in accordance with verbal guidance and/or written EMCC procedures:
 - a) Accurate assignment of incoming correspondence actions.
 - b) Process and dispatch correspondence packages for internal routing and signature.
 - c) Process and dispatch final signed correspondence documents.
 - d) Utilize the ESTARS system proficiently to facilitate EM actions.
 - e) Manage EMCC electronic mailbox.
- 22. Within 5 months of new employee arrival, the Contractor shall be required to meet, maintain, and/or complete the following EMCC Staff Performance Metrics in accordance with verbal guidance and/or written EMCC procedures:
 - a) Manage EM Concurrence Actions electronic mailbox.
 - b) Process and dispatch correspondence packages for external concurrence.
 - c) Determine and communicate external concurrence status to the appropriate parties (i.e., EMCC, DAS, ES, SSO, authors, reviewers, etc.).
 - d) Utilize the eDocs system proficiently to facilitate ES actions.

C.13.0 Task 11 – EM Cloud

The EM Cloud support requires the contractor to partner with the DOE Richland IT Services contractor for their continued support to maintain the current EM Cloud hosted in the DOE Richland Data center. There are 4 applications currently hosted in the EM Cloud and they are maintained by the application owners. The contractor shall propose an EM Commercial Cloud approach, and migrate the current EM hosted applications to the new commercial cloud.

The Contractor shall perform the following tasks associated with the EM Cloud:

1. The Contractor shall propose an EM Commercial Cloud approach, recommend needed cloud services and propose a plan to establish the service within the first year of the contract.
2. The Contractor shall define a hybrid private/commercial cloud architecture to be maintained during transition to commercial FedRAMPed Services.
3. The Contractor shall integrate proposed services and achieve DOE ATO signoff of a commercial cloud platform for hosting EM's currently virtualized cloud ready applications up to the FISMA moderate level of sensitivity.
4. The Contractor shall provide general unit pricing of computer service for both IaaS and key PaaS services (such as MS SQL Server).
5. The Contractor shall migrate current EM hosted applications to the new Commercial EM Cloud and ATO.
6. The Contractor shall provide proposed timelines, ROM estimates of cloud resources required for each application, and costs required to support each hosted application.
7. The Contractor shall provide a strategic approach to long term migration of the EM mission applications currently hosted in DOE Germantown Data Center to the EM CSP. The Contractor shall provide a Bi-weekly status report every other Friday.
8. The following tasks are in partnership with the DOE Richland IT Services contractor who currently provides hosting services and the EM HQ IT Contractor provides project management and coordination with the application owners to the DOE Richland IT Services. The DOE Richland IT Services Contractor shall continue to provide:
 - a) Hosting for the Automated Transportation Management System / Automated Transportation Logistics and Analysis System (ATMS/ATLAS) application modules.
 - b) Hosting for the Manifest Information Management System (MINS) Web Site on servers in the EM Cloud and that is accessible to the public.
 - c) Hosting for the Radioactive Material Packaging (RAMPAC) Web Site on servers in the EM Cloud and that is accessible to the public.
 - d) Hosting for the Central Internet Database (CID) Web Site on servers in the EM Cloud and that is accessible to the public.

C.14.0 Phase-Out and Close-Out Activities

The work and services covered by this contract are vital to the DOE mission and must be maintained without interruption, both at the commencement and the expiration of this Contract.

C.14.1 Phase-Out Activities

The Contractor shall submit a Phase-Out Transition Plan to include its approach to adequately phase-out all Contract activities. The Phase-Out Transition Plan shall be submitted in accordance with this PWS at least 45 calendar days prior to the end of the contract performance period (see Section J, Attachment J-2).

The Contractor shall perform those activities that are necessary to transition the work under this contract to a successor Contractor in a manner that (1) ensures that all work for which the Contractor is responsible under the contract is continued without disruption; (2) provides for an orderly transfer of resources, responsibilities, and accountability from the Contractor; and (3) provides for the ability of the Successor Contractor to perform the work in an efficient, effective, and safe manner.

The Phase-Out Transition Plan shall also include a schedule of major activities, and address as a minimum:

- A training and orientation program for the successor contractor to cover the complete scope of work covered by the Contract and other specific requirements associated with work efforts;
- Communication process among DOE, the Contractor, assigned subcontractors, incumbent employees, and the successor contractor and/or subcontractors;
- Identification of key transition issues and milestones;
- Identification of a transition team (inclusive of consultants and teaming members, if any);
- Approach to minimizing impacts on continuity of operations;
- Dispute resolution;
- Transition of programs, plans and projects;
- Transition of existing management and operating systems, plans, procedures, programs;
- Transition of all Contract responsibilities, functions, and activities; and
- Transition of any other documents or records that would be required for a successor contractor to adequately and efficiently perform.

Upon CO approval of the Phase-Out Transition Plan, the Contractor shall complete the activities described in the plan by the end date of the contract.

C.14.2 Close-Out Activities

The Contractor shall submit a Close-Out Plan to document the necessary steps the Contractor shall take to adequately closeout the contract. The Close-Out Plan shall include a schedule of major activities, and shall address at a minimum:

- Identification of all contract deliverables submitted and accepted. The Contractor shall include date submitted, DOE acceptance date (if applicable) and status of any remaining open deliverables;
- Status of all requirements (complete and incomplete) under this contract;

- Identification of all subcontracts along with status of each subcontract's settlement and final payment. The Contractor shall identify for each subcontract under this contract whether final invoices have been paid, date of final payment, current status of settlement, and any other outstanding issues related to final settlement and payment of subcontracts;
- Disposition of government property and equipment,
- Status of the final invoice and any incurred cost audit; and
- Status of the final Contractor Performance Assessment Reporting System (CPARS) report.

The Close-Out Plan shall be submitted in accordance with this PWS at least 45 calendar days prior to the end of the contract period. Final payment may be withheld by DOE until all of the necessary activities are completed by the Contractor.

Upon completion of the contract, a final modification will be executed to officially close out the contract. A final release statement will be included in the closeout modification where the Contractor discharges the Government, its officers, agents and employees from all liabilities, obligations and claims under the contract.

C.15.0 Deliverables

See Section J, Attachment J-2 entitled "List of Deliverables."

ATTACHMENT 1

EM HQ IT SERVICES PROCUREMENT PWS ELEMENT TABLE

The table below provides details on specific requirements for each task in the PWS.

| PWS Task Number | Task Title | Geographic Location of FTEs | Core Working Hours/Task | Minimum FTEs Required in Support of Task | Security Clearance Required? | Travel Required? |
|-----------------|---|--------------------------------------|-------------------------|--|--|------------------|
| Task 1 | IT Capital Planning | Washington, DC (Forrestal Bldg.) | 8am – 5pm | 1.5 FTEs | No | No |
| Task 2 | IT Strategic Planning and Architecture | Washington, DC (Forrestal Bldg.) | 8am – 5pm | 2 FTEs | No | No |
| Task 3 | IT Mission Systems Support | Germantown, MD | 8am - 5pm | 3 FTEs | No | No |
| Task 4 | IT Cyber Security | Washington, DC (Forrestal Bldg.) | 8am.- 5pm | 12 FTEs | Yes | Yes |
| Task 5 | EM Consolidated Business Center (EMCBC) | Cincinnati, OH | 7:30 am – 4:30 pm | 1 FTE | Yes | Yes |
| Task 6 | Records Management | Germantown, MD (Cloverleaf Building) | 8am - 5pm | 3 RM SME's 1 Imaging SME 1 PM | No | No |
| Task 7 | Green IT | Germantown, MD (Cloverleaf Building) | 8am - 5pm | 1 FTE | No | No |
| Task 8 | IT Services and Infrastructure | Washington, DC (Forrestal Bldg.) | 8am - 5pm | 3 FTEs | Minimum of 1 FTE in Germantown must obtain or hold DOE “Q” clearance. Clearance application must be submitted by end of transition period. | No |
| Task 9 | Program Strategic Initiatives | Washington, DC (Forrestal Bldg.) | 8am - 5pm | ½ FTE | N | Yes |
| Task 10 | EM Correspondence Center (EMCC) Support | Washington, DC (Forrestal Bldg.) | *8am - 6pm | 3 FTEs | Minimum 1 of 3 FTEs must obtain or hold DOE “Q” clearance. Clearance application must be submitted by end of transition period. | No |
| Task 11 | EM Cloud | Washington, DC (Forrestal Bldg.) | 8am – 5pm | 1 FTE | No | No |

*The office core working hours for Task 10 are to be covered by the 3 FTEs working staggered 8 hours schedules.